



Ministry of Defence

Air Command Secretariat
Spitfire Block
Headquarters Air Command
Royal Air Force
High Wycombe
Buckinghamshire
HP14 4UE

Our Ref: 2014-01944

[REDACTED]
Email: [REDACTED]

11 June 2014

Dear [REDACTED]

Thank you for your email of 4 June 2014 requesting the following information:

Can you please supply the number of service complaints received in the past five years? How many Service complaints have been upheld in the past five years?

I am treating your correspondence as a request for information under the Freedom of Information Act 2000.

A search for the information has now been completed within the Ministry of Defence, and I can confirm that information in scope of your request is held.

The information you have requested is contained within the Service Complaints Commissioner Annual Reports which are published on their website. These reports are available to view at the following link <http://armedforcescomplaints.independent.gov.uk/newsandpublications.htm>. As such your request is exempt under Section 21 of the Freedom of Information Act, information reasonably accessible to the applicant by other means.

If you are not satisfied with this response or wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the **Information Rights Compliance**, 1st Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.gov.uk>.

Yours sincerely

[Original Signed]

Air Director Resources Secretariat